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More than 240 employees and physicians honored at annual Bridgeport Hospital service excellence event

BRIDGEPORT, CT – Executive Director of Geriatrics & Palliative Care Beata Skudlarska, MD, of Trumbull, was named Physician of the Year and more than 240 other Bridgeport Hospital employees and physicians were honored for achieving service excellence milestones during the hospital’s 10th annual Academy of Making the Difference Awards Feb. 26 at Webster Bank Arena in Bridgeport.

“You are all aware of the goals we have in our quest to be exceptional—that’s why you’re here,” hospital President and CEO Bill Jennings told the honorees.

“You live and breathe the values of Bridgeport Hospital in everything you do,” added Chief Operating Officer Norm Roth.

Receiving top-level awards for 100 service excellence mentions were Paula Abbati of Ansonia, Radiology; Ellen Conlon, REACH Program; Lorraine Iversen of Shelton, Human Resources; Jeffrey McKnight of Trumbull, Parking Services; and Laura Reichelt of Madison, Orthopedics-Neurosurgery-Urology Unit.

Twenty-one employees received awards for achieving at least 50 mentions, and 36 received awards for 25 mentions. Another 142 employees and physicians received first-time recognition for achieving five mentions.

In presenting the Physician of the Year Award to Dr. Skudlarska, Chief Medical Officer Michael Ivy, MD, said, “The fact that *U.S. News & World Report* has recognized us as best in Fairfield County for Geriatrics is a testament to you. You’ve done a spectacular job and we owe you a debt of gratitude.”

Dr. Skudlarska thanked Bridgeport Hospital and her staff at the Center for Geriatrics, and said, “It’s truly a privilege to be part of the Bridgeport Hospital community. Every single day I’m grateful.”

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Seven department/unit awards were also presented at the ceremony to:

- The MRI Department – Outpatient area measured by the outpatient survey
- Psychiatry – Area whose employees were recognized in the Making the Difference Program for the first time in 2012
- Orthopedics-Neurosurgery-Urology – Most mentions over the past 10 years of the Making the Difference Program
- Angioplasty – Direct patient care as measured by the Press Ganey patient satisfaction survey
- Intermediate Care Area – Specialty area measured through family surveys
- The Connecticut Burn Center – Most improved area as measured by Press Ganey
- Pulmonary Medicine – Most improved area as measured by Press Ganey over the past 10 years

Organized by the hospital's Reward & Recognition Committee, the Academy of Making the Difference Awards ceremony also featured performances by "Bridgeport Hospital Idol" talent contest winner and Emergency Department nurse Bobby Torres of Wolcott, musical host and hospital purchasing coordinator Michael Jovovich of Milford and Stratford-born jazz violinist Kersten Stevens and her band. Other highlights were a Making a Difference employee video produced by Reward & Recognition Committee member Ivan Miranda and a Senior Staff skit inspired by the hospital's noise reduction campaign.

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Caption: Physician of the Year Beata Skudlarska, MD with COO Norm Roth, Chief Medical Officer Michael Ivy, MD and President & CEO Bill Jennings.



Golden Globe recipients Laura Reichelt, Jeff McKnight, Paula Abbati and Lorraine Iversen. Not pictured: Ellen Conlon, REACH Program.

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